WISCONSIN MEDICAID
STAT-PA PHARMACY DRUG WORKSHEET INSTRUCTIONS

Wisconsin Medicaid requires information to enable Medicaid to authorize and pay for medical services provided to eligible recipients. Although these instructions refer to Medicaid recipients, these instructions also apply to BadgerCare recipients and SeniorCare participants.

Under s. 49.45(4), Wis. Stats., personally identifiable information about applicants, recipients and/or participants is confidential and is used for purposes directly related to program administration such as determining eligibility of the applicant, processing prior authorization (PA) requests, or processing provider claims for reimbursement.

The Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) drug worksheets are optional. The worksheets are not required but are provided as a guideline only to access STAT-PA or to be used as provider documentation.

The Wisconsin STAT-PA system is an electronic PA system that allows Medicaid-certified providers to receive PA electronically rather than by mail or fax. Providers answer a series of questions and receive an immediate response of an approved or returned PA.

Providers communicate with the Wisconsin STAT-PA system by entering requested information on a touch-tone telephone keypad or by calling a STAT-PA help desk correspondent. Providers must have their eight-digit Medicaid provider number to access the Wisconsin STAT-PA system.

The Wisconsin STAT-PA system is available to all pharmacy providers by calling one of the following telephone numbers:
- **Touch-Tone Telephone**
  (800) 947-1197
  (608) 221-2096
  Available from 8:00 a.m. to 11:45 p.m., seven days a week.
- **Help Desk**
  (800) 947-1197 and press "0"
  (608) 221-2096 and press "0"
  Available from 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays.

HOW TO USE WISCONSIN STAT-PA
Wisconsin STAT-PA complements the current PA process by eliminating the paperwork involved for several classes of drugs. Wisconsin STAT-PA allows the provider to answer a series of questions in order to receive an immediate response of an approved or returned PA. Providers need the following information to begin using STAT-PA:
- Eight-digit Medicaid provider number.
- Recipient's 10-digit Medicaid identification number.
- 11-digit National Drug Code (NDC).
- Prescriber's Drug Enforcement Administration (DEA) number.
- *International Classification of Diseases, Ninth Revision, Clinical Modification* (ICD-9-CM) diagnosis code.
- Certain two-digit National Council for Prescription Drug Programs (NCPDP) patient location codes.
- Requested grant date or date of service (DOS).
- Total days' supply.

Refer to the optional drug-specific worksheets that can be used as guidelines for the information needed to request PA for drugs through STAT-PA.

TOUCH-TONE TELEPHONE USERS
Providers using a touch-tone telephone may call (800) 947-1197 or (608) 221-2096. Providers will then be connected directly with the STAT-PA system.

When the system answers, it will ask a series of questions that providers answer by entering the information on the telephone keypad. Use the optional worksheets as guidelines for the information needed to request PA for drugs through STAT-PA.

Note: When using a touch-tone telephone to enter the Medicaid provider number, recipient identification number, NDC, DEA number, ICD-9-CM diagnosis code, NCPDP patient location code, requested first DOS, and days' supply, always press the pound (#) key to mark the end of the data just entered. The pound (#) key signals the system that the provider has finished entering the data requested and ensures the quickest response from the system.

Providers may be asked to enter alphabetic data, which can be entered by using the asterisk (*) key. For example, a provider is asked to enter a prescriber's DEA number. The first two characters in the prescriber's DEA number are alpha characters; therefore, the provider presses the single asterisk (*) followed by the two digits that indicate the letter. The first digit is the number on the keypad where the letter is located, and the second digit is the position of the letter on that key.

For example: Prescriber's DEA number A B 1 2 3 4 5 6 7 should be entered as *21 *22 1 2 3 4 5 6 7

Alphabet Key:

A = *21	G = *41	M = *61	S = *73	Y = *93
B = *22	H = *42	N = *62	T = *81	Z = *12
C = *23	I = *43	O = *63	U = *82	
D = *31	J = *51	P = *71	V = *83	
E = *32	K = *52	Q = *11	W = *91	
F = *33	L = *53	R = *72	X = *92	

Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number.

Once familiar with the STAT-PA system, providers may enter the PA information in the designated order immediately — there is no need to wait for the full voice prompt. Providers may key information at any time, even when the system is relaying information. The system automatically proceeds to the next function.

Helpful Hints for Touch-Tone Telephone Users

- The provider is given three attempts at each field to correctly enter the requested data.
- Failure to enter any data within three minutes ends the telephone connection.
- The provider is limited to five transactions per connection.
- When entering the requested DOS of the PA, the first DOS may be up to 31 calendar days in the future. This allows recipients to get prescription orders filled early so there are no lapses in their medication.
- In the event the STAT-PA system is unavailable at the time the prescription order is filled, the PA request may be backdated up to four calendar days.
- Providers are assigned a PA number for the request at the end of a completed transaction. Use and retain the STAT-PA-assigned PA number for claims submission or, if advised, submit a PA request on paper if more clinical documentation is needed.
- The decimal point for ICD-9-CM diagnosis codes is not required when entering a STAT-PA request.

STAT-PA HELP DESK USERS
Providers who do not have a touch-tone telephone may call the STAT-PA help desk. The help desk correspondent accesses STAT-PA and enters the required data requested from the provider. For the help desk, call (800) 947-1197 and press "0," or call (608) 221-2096 and press "0."

The STAT-PA help desk is available to all providers using STAT-PA. Providers may use the help desk to report difficulties with the system.

Refer to the optional drug-specific worksheets for documenting the information needed to request PA for drugs through STAT-PA.

Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number.

Helpful Hints for Help Desk Users

- If the provider is unable to provide the necessary information to the help desk correspondent, the provider is asked to call back with the necessary information.
- The provider is limited to five transactions per connection.
- When asked to give the requested DOS of the PA, the DOS may be up to 31 calendar days in the future. This allows recipients to get prescription orders filled early so there are no lapses in their medication.
- In the event the STAT-PA system is unavailable at the time the prescription order is filled, the PA request may be backdated up to four calendar days.
- Providers are assigned a PA number for the request at the end of the completed transaction. Use and retain the STAT-PA-assigned PA number for claims submission or, if advised, to submit a PA request on paper if more clinical documentation is needed.
  Note: When submitting a paper PA, please include a fax number on the request if one is available.

- Providers needing to enddate a PA request due to a change in a prescription may do so through the help desk. The help desk correspondent will assist the provider through this process.
  Note: The provider authorized on the original PA is notified in writing that a PA has been enddated.

DOCUMENTATION INFORMATION

Providers are required to retain the assigned PA number for:

- Use in claims submission, if approved.
- Submission of a paper PA request when more clinical documentation is needed.

Providers must maintain all documentation, such as optional worksheets, that supports medical necessity and claim information in their records for a period not less than five years. Wisconsin Medicaid recommends providers maintain the related drug STAT-PA worksheet in their files. Regardless of what STAT-PA method is used, providers will receive, by mail, a confirmation notice indicating the assigned PA number and the STAT-PA decision. This confirmation notice should be maintained as a permanent record of the transaction.